CUSTOMER SERVICE AGREEMENT

I.   **PURPOSE. BILMA PUBLIC UTILITY DISTRICT** (the "District") is responsible for protecting the drinking Water Supply Systemfrom contamination or pollution which could result from unacceptable plumbing practices. The purpose of this Service Agreement is to notify each customer of the plumbing restrictions which are in place to provide this protection. The District enforces these restrictions to ensure the public health and welfare. Each customer must sign this Customer Service Agreement before the District will begin service. In addition, when service to an existing connection has been suspended or terminated, the District will not re-establish service unless it has a signed copy of this Customer Service Agreement.

II.   **PLUMBING RESTRICTIONS.** The following unacceptable plumbing practices are prohibited by State regulations.
A.   No direct connection between the District's Water Supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
B.   No cross-connection between the District's Water Supply System and a private water system is permitted. These potential threats to the District's Water Supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
C.   No connection which allows water to be returned to the District's Water Supply is permitted.
D.   No pipe or pipe fitting which contains more than 0.25% lead may be used for installation or repair of plumbing at any connection which provides water for human use.
E.   No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

III.   **SERVICE AGREEMENT.** The following are the terms of this Customer Service Agreement between the BILMA PUBLIC UILITY DISTRICT and _____(the "Customer").
A.   The District will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the District.
B.   The Customer shall allow his property to be inspected for possible cross-connection and other unacceptable plumbing practices. These inspections shall be conducted by the District or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the District's normal business hours.
C.   The District shall notify the Customer in writing of any cross-connection or other unacceptable plumbing practices which has been identified during the initial inspection or the periodic reinspection.
D.   The Customer shall immediately correct any unacceptable plumbing practice on his premises.
E.   The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.

IV.   **ENFORCEMENT.** If the Customer fails to comply with the terms of this Service Agreement, the District shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

NOTE: THE PURPOSE OF THE CUSTOMER SERVICE AGREEMENT IS TO NOTIFY CUSTOMERS OF THE PLUMBING RESTICTIONS OF THE DISTRICT ADOPTED TO PROTECT THE DISTRICT'S WATER SUPPLY SYSTEM. INSPECTIONS CONDUCTED BY THE DISTRICT'S OPERATOR IN ACCORDANCE WITH THIS SERVICE AGREEMENT ARE FOR THE SOLE PURPOSE OF DISCOVERING AND ELIMINATED UNACCEPTABLE PLUMBING PRACTICES. THE DISTRICT OR THE DISTRICT'S OPERATOR MAKES NO REPRESENTATION AS TO THE ADEQUACY, QUALITY, OR FITNESS OF THE CUSTOMER'S PRIVATE PLUMBING FACILITIES.

CUSTOMER'S NAME: _____

CUSTOMER'S SIGNATURE: _____

SERVICE ADDRESS: _____

DATE: _____